



STATE OF TENNESSEE  
BUREAU OF TENNCARE  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
310 GREAT CIRCLE ROAD  
NASHVILLE, TENNESSEE

This notice is to advise you of information regarding the *TennCare Pharmacy Program*.

**Please forward or copy the information in this notice to all providers who may be affected by these processing changes.**

With a number of changes that will directly impact providers being implemented for the *TennCare Program*, this notice is being sent as a reminder of those changes. We encourage you to read this notice thoroughly and contact First Health's Technical Call Center (866-434-5520) should you have additional questions.

**Content:**

1. Provider Education Conference Call
2. New Prior Authorization Fax Form
3. Miscellaneous Information: Medical Audits and TennCare List Service

**PROVIDER EDUCATION CONFERENCE CALL**

For providers who were unable to attend the 2006 TennCare Pharmacy Update Workshops, a pharmacy provider conference call has been scheduled for Tuesday, December 19, 2006 and Wednesday, December 20, 2006. The format will be a review of a PowerPoint presentation followed by a short question and answer session. The PowerPoint will be available on the TennCare/First Health website at <http://tennessee.fhsc.com> prior to the call.

Topics covered:

- New Terminology
- Brand As Generic List
- Pharmacy PDL Changes
- Emergency Supply Update
- ICD-9 Override Bypass Edit
- Submitting Claims for Compounds
- Coordination of Benefits
- Information on the Website
- Initiatives in the Pipeline

Due to the one hour time limit, please fax your questions to 615-741-0078 by Monday, December 18, 2006. Please note the following conference call dates and times:

- **Tuesday, December 19:** 3:00 p.m. to 4:00 p.m. CST (4:00 p.m. to 5:00 p.m. EST)
- **Wednesday, December 20:** 10:00 a.m. to 11:00 a.m. CST (11:00 a.m. to 12:00 p.m. EST)

Dial-in information for the Conference Call:

1. Conference Call toll-free access number: 866-734-3961
2. Guest Room number: 5072854. You will be prompted to enter the guest room number.

\*While on the Conference Call, please **MUTE** your phone \*

**PRIOR AUTHORIZATION FAX FORMS**

First Health Services has updated the form prescribers use to fax prior authorization requests. Please be sure your office is utilizing the most up-to-date form. Using the current form will decrease delays in prior authorization replies. The updated form can be downloaded at:

[https://tennessee.fhsc.com/Downloads/provider/TNRx\\_PAfaxform.pdf](https://tennessee.fhsc.com/Downloads/provider/TNRx_PAfaxform.pdf).

### **MISCELLANEOUS ITEMS**

- Medical Audits: Please be aware that TennCare may perform medical audits (including, but not limited to: reviews of drug sample records, diagnosis codes, and billing procedures) to ensure the integrity of the program.
- TennCare List Serve for Notifications: TennCare has created a service where any providers who would like to sign up for free notifications for the TennCare program can enter their contact information and receive notifications electronically. This service is free to join and providers interested in signing up can follow the links at: <http://www.state.tn.us/tenncare/pharmacy/pharmlistserv.htm>.

### **GUIDE FOR TENNCARE PHARMACIES: OVERRIDE CODES**

<b>OVERRIDE TYPE</b>	<b>OVERRIDE NCPDP FIELD</b>	<b>CODE</b>
Emergency 3-Day Supply of Non-PDL Product	Prior Authorization Type Code (461-EU)	8
Emergency supply (Rx CHANGED to PDL or PA received after 3-day supply already dispensed) to prevent from counting twice toward script limit	Submission Clarification Code (42Ø-DK)	5
Hospice Patient (Exempt from Co-pay)	Patient Location Field (NCPDP field 307-C7)	11
Pregnant Patient (Exempt from Co-pay)	Pregnancy Indicator Field (NCPDP field 335-2C)	2
Clozapine / Clozaril® (process second clozapine prescription in the month with an override code to avoid counting twice)	Submission Clarification Code (42Ø-DK)	2
Effexor® 225mg (Effexor® XR 75 mg and Effexor® XR 150 mg) – process second rx with an override code to avoid the second fill counting as another prescription against the limit). Two co-pays will apply.	Submission Clarification Code (42Ø-DK)	2
Cymbalta® 90mg (Cymbalta® 30 mg and Cymbalta® 60 mg) – process second rx with an override code to avoid the second fill counting as another prescription against the limit). Two co-pays will apply.	Submission Clarification Code (42Ø-DK)	2

### **Important Phone Numbers:**

TennCare Family Assistance Service Center	866-311-4287
Express Scripts Health Options Hotline (RxOutreach PAP)	888-486-9355
TennCare Fraud and Abuse Hotline	800-433-3982
TennCare Pharmacy Program ( <b>providers only</b> )	888-816-1680
TennCare Pharmacy Program Fax	888-298-4130
First Health Services Technical Call Center	866-434-5520
First Health Services Clinical Call Center	866-434-5524
First Health Services Call Center Fax	866-434-5523

### **Helpful TennCare Internet Links:**

First Health Services: <http://tennessee.fhsc.com>  
TennCare website: [www.tennessee.gov/tenncare/](http://www.tennessee.gov/tenncare/)

Please visit the First Health / TennCare website regularly to stay up-to-date on changes to the pharmacy program. For additional information or updated payer specifications, please visit the First Health Services website at: <http://tennessee.fhsc.com> under “Providers,” then “Documents.” Please forward or copy the information in this notice to all providers who may be affected by these processing changes...

**Thank you for your participation in the TennCare program and your commitment to assist your patients as we implement the reforms necessary to bring program costs in line with available funding.**